



**CITY OF HOUSTON**  
**FINANCE DEPARTMENT**  
Strategic Procurement Division

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**April 13, 2016**

**SUBJECT: Letter of Clarification No. 4**

**REFERENCE: RFP: S69-T25669 SAP Application Administration and Support Services**

**TO: All Prospective Proposers**

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**CLARIFICATION NO. 4**

**FOR**

**REFERENCE: SOLICITATION: S69-T25669  
REQUEST FOR PROPOSALS (RFP) FOR SAP APPLICATION ADMINISTRATION  
AND SUPPORT SERVICES**

For which responses for clarification are scheduled to be received to the  
Finance Department Strategic Procurement Division,  
2:00 p.m., Central Time on April 15, 2016.

The following changes and/or revisions are incorporated into the above referenced RFP Document as noted. All other provisions and requirements as originally set forth remain enforce and are binding.

1. To Add ATTACHMENT 5 – SAP LANDSCAPE
2. To Add ATTACHMENT 6 – QUESTIONNAIRE AND RESPONSES
3. The following questions and requests for clarification were submitted in accordance with the instructions provided, Communications between the City and Respondents. The City's response (**in bold italics**) follows each question or request for clarification in the table below:

## CLARIFICATIONS TO QUESTIONS

Question 1:	Does the MWBE certification need to be approved in order for the sub to be considered MWBE? Or does it count if their application has been filed?
<b>COH Response:</b>	<b><i>They need to already be certified to count towards satisfying the goal requirement.</i></b>
Question 2:	Can we respond as sub to a prime vendor (s) and also as a prime vendor? In other words, we would like to respond to this RFP as a MBE to satisfy 24% requirement for one or more prime vendors as well as respond as a prime vendor. Please let us know if it is OK.
<b>COH Response:</b>	<b><i>Yes they can. They can be the prime and find another sub to handle the MWBE requirement and they can provide quotes to other primes where they will be the sub and satisfy the MWBE requirement.</i></b>
Question 3:	The Labor categories mentioned in the attached Rate Card are categorized as Additional support requirements in the RFP document. Can you please <b>differentiate</b> between the actual support services needed according to the scope and the Additional support services?
<b>COH Response:</b>	<p><b><i>a. Actual support services include full support during non -business hours and partial support of approximately 4 hours during business hours. Please see RFP, Part II, Section A.</i></b></p> <p><b><i>b. RFP Part II, Section B, describes the additional support that may be required periodically for which the proposer is required to provide the rate card. The rate card will be used while engaging in additional services.</i></b></p>
Question 4:	We understand that city is looking for offsite support, <b>how often travel is required</b> , if so city pays the expenses?
<b>COH Response:</b>	<b><i>The City does not have a preference of offsite or onsite. Proposer is expected to provide details of the support model that they perceive as most cost effective for the City. Travel that is not pre-approved by HITS shall not be eligible for reimbursement. (Please refer to Part II, Section C, Bullet 9).</i></b>
Question 5:	On the additional support can you provide us any timeline for using the support services? If so that would be onsite / offsite?
<b>COH Response:</b>	<b><i>Additional support may be required during project implementation, stabilization and/or any other staff augmentation need as required. The details will be finalized during engagement.</i></b>
Question 6:	As per the RFP city has plans to implement BW. Can you provide any timeline for implementation of these services as it is not clear in the RFP document?

<b>COH Response:</b>	<b>Business Warehouse is a part SAP Roadmap for the City and will be scheduled for implementation following approvals from City leadership.</b>
Question 7:	<b>Key personnel</b> assigned to this project will be working from client site or offsite?
<b>COH Response:</b>	<b>Please refer to COH Response to Question 4.</b>
Question 8:	On the pricing part city is looking for an all-inclusive rates or rates excluding travel and accommodation?
<b>COH Response:</b>	<b>The City is looking for all-inclusive rate.</b>
Question 9:	Can we include references of SAP customers outside United States?
<b>COH Response:</b>	<b>References are required from customers within the United States.</b>
Question 10:	Can the City provide a copy of your SAP landscape diagram?
<b>COH Response:</b>	<b>Please see ATTACHMENT 5 – SAP LANDSCAPE.</b>
Question 11:	Can you provide any information on the number of SAP tickets (service requests) you processed last year for SAP?
<b>COH Response:</b>	<b>Approximately 600 incidents and service requests were completed by SAP Basis last year. The ownership of the incidents will be a shared responsibility of both the City resources and the resources allocated to the support contract.</b>
Question 12:	Can you please provide SAP Technical Landscape?
<b>COH Response:</b>	<b>Please see ATTACHMENT 5 – SAP LANDSCAPE.</b>
Question 13:	Please explain what MSWBE goal, set as 24%, means.
<b>COH Response:</b>	<b>Please refer to the Office of Business Opportunity publication entitled “Maximizing Contract Goal Credit for MWSBE Utilization” at the following link: <a href="http://www.houstontx.gov/obo/docsandforms/Maximizing_Contract_Goal_Credit.pdf">http://www.houstontx.gov/obo/docsandforms/Maximizing_Contract_Goal_Credit.pdf</a></b>
Question 14:	As per RFP, Prime Vendor should subcontract to Sub Vendor (MWSBE 24%) right? So my assumption here, sub Vendor should be certified either with MWSBE or MBE (which is certified by HMSDC). Please clarify the same?
<b>COH Response:</b>	<b>The vendor used for goal credit should be certified with the City of Houston as either a Minority (M) or Woman (W) owned firm. No other certification is valid to meet the goal on this solicitation.</b>

#### END OF CLARIFICATION NO. 4

Should you have any additional questions or request further clarification regarding this proposal, please contact Regina Spencer at [regina.spencer@houstontx.gov](mailto:regina.spencer@houstontx.gov) or (832) 393-8707.

Sincerely,

*Regina Spencer*

Regina Spencer  
Sr. Procurement Specialist

/rs

cc: File